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**CONFIRMATION NO. 2798** 

|   |   |                    |               |                        | <u>.                                      </u>       |                                      |          |             |  |
|---|---|--------------------|---------------|------------------------|--|--------------------------------------|----------|-------------|--|
| SERIAL NUMBER<br>09/855,209   | FILING DATE<br>05/14/2001<br>RULE                                 | CLASS<br>709       |               | GROUP ART UNIT<br>2142 |  | ATTORNEY DOCKET<br>NO.<br>10007891-1 |          |             |  |
| APPLICANTS  Robert Sesek, Boise, ID;  |   |                    |               |                        |  |                                      |          |             |  |
| ** CONTINUING DATA **********************************   |   |                    |               |                        |  |                                      |          |             |  |
| ** FOREIGN APPLICATIONS ************************************  |   |                    |               |                        |  |                                      |          |             |  |
| IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 07/11/2001   |   |                    |               |                        |  |                                      |          |             |  |
| Foreign Priority claimed  35 USC 119 (a-d) conditions met yes no Met after Allowance  Verified and Acknowledged Examiner's Signature Initials |   |                    | STATE OR      | SH                     | SHEETS TO  |                                      | TAL      | INDEPENDENT |  |
|   |   |                    | COUNTRY<br>ID | DRAWING C              |  |                                      | IMS<br>0 | CLAIMS<br>5 |  |
| ADDRESS HEWLETT-PACKARD COMPANY Intellectual Property Administration P.O. Box 272400 Fort Collins, CO 80527-2400                              |   |                    |               |                        |  |                                      |          |             |  |
| TITLE Systems and methods for providing support services to users of programmable devices   |   |                    |               |                        |  |                                      |          |             |  |
|   |   |                    |               |                        | All Fees   |                                      |          |             |  |
| FILING FEE FEES   | EES: Authority has been given b to charge/credit b for following: | en in Pape         | n in Paper    |                        | 1.16 Fees ( Filing )  1.17 Fees ( Processing Ext. of |                                      |          |             |  |
| RECEIVED No   |   | it DEPOSIT ACCOUNT |               |                        | time )  1.18 Fees ( Issue )                          |                                      |          |             |  |
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